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Proposed programme budget for the biennium 2014-2015*

Part VIII
Common support services

Section 29E
Office of Information and Communications Technology

(Programme 25 of the biennial programme plan for the period 2014-2015)**

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* A summary of the approved programme budget will be issued as A/68/6/Add.1.

** A/67/6/Rev.1.

*** The present report does not contain an annex on outputs included in the biennium 2012-2013 not to be carried out in 2014-2015, given that there are no discontinued outputs.

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Overview

Table 29E.1 **Financial resources**

(United States dollars)

Approved resources for 2012-2013 at revised rates[a]	77 849 800
New mandates and inter-component changes	(155 800)
Changes reflected in the Secretary-General's report on the budget outline for 2014-2015	(5 001 500)
Total resource change	(5 157 300)
Proposal of the Secretary-General for 2014-2015[a]	72 692 500

[a] At 2012-2013 revised rates.

Table 29E.2 **Post resources**

	Number	*Level*
Regular budget		
Approved for the biennium 2012-2013	137	1 ASG, 1 D-2, 4 D-1, 13 P-5, 21 P-4, 30 P-3, 7 P-2/1, 11 GS (PL), 48 GS (OL), 1 TC
Redeployment	1	GS (OL) from executive direction and management to Section 29A, Office of the Under-Secretary-General for Management
Proposed for the biennium 2014-2015	136	1 ASG, 1 D-2, 4 D-1, 13 P-5, 21 P-4, 30 P-3, 7 P-2/1, 11 GS (PL), 47 GS (OL), 1 TC

Overall orientation

29E.1 The Office of Information and Communications Technology was established by the General Assembly by its resolution 63/262 in December 2008 as an independent office to provide strong, central leadership for the establishment and implementation of the Organization-wide information and communications technology (ICT) standards and activities to ensure efficient utilization of resources, modernization of information systems and improvement in the ICT services available to the United Nations.

29E.2 The Office is responsible for setting the overall strategic ICT direction for the Organization, planning and coordinating Secretariat-wide ICT activities and providing enterprise systems and infrastructure with a view to achieving coherence and coordination in the ICT work of the Organization and between the Secretariat and the funds, programmes and specialized agencies.

29E.3 In paragraphs 101 to 107 of its resolution 66/246, the General Assembly decided to place the Office of Information and Communications Technology under the Department of Management, also decided that the Chief Information Technology Officer would report accordingly to the Head of the Department of Management, and further decided to place the budget of the Office within the budget of the Department of Management, effective 1 January 2012. Paragraph 29E.6 below sets out the redistribution of resources proposed to address the above decision of the General Assembly.

Note: The following abbreviations are used in tables and charts: ASG, Assistant Secretary-General; GS (OL), General Service (Other level); GS (PL), General Service (Principal level); RB, regular budget; TC, Trades and Crafts; XB, extrabudgetary.

29E.4 In accordance with the requests by the General Assembly in its resolution 67/254, the Secretary-General will: (a) submit a progress report during the sixty-eighth session of the General Assembly on the measures taken to address the priorities identified by the Board of Auditors in its report (A/67/651), in particular with regards to the implementation of Umoja and information technology security; (b) provide, in the context of the proposed programme budget for the biennium 2014-2015, an update on the status of implementation of the actions taken to address information security issues, including measures taken to guard against any threats of cyber attacks; and (c) propose a revised ICT strategy, including lessons learned, by no later than the sixty-ninth session of the General Assembly, bearing in mind that the purpose of ICT is to support the work of the Organization.

29E.5 The Office will focus its programme of work on the deployment and support of Umoja and information security during the biennium 2014-2015. A programme of activities with respect to Umoja has already been launched covering: (a) ICT infrastructure, including, inter alia, the means to enable secure and adequate connectivity to the enterprise data centres in Valencia, Spain, and Brindisi, Italy; (b) help-desk support, including the standardization of processes and tools to be used by local help desks to provide effective support to the users of Umoja; and (c) existing applications, including the impact on Umoja implementation of locally developed software applications, which complement the Integrated Management Information System (IMIS) in support of administrative processes. The Office of Information and Communications Technology of the Department of Management and the Information and the Communications Technology Division of the Department of Field Support are also working collaboratively to install, test and manage the complex array of infrastructure required by Umoja in Valencia and Brindisi. In addition, the Office is aggressively deploying the enterprise service management solution, iNeed, in order to facilitate the identification of systemic problems, provide effective and integrated support and coordinate efforts related to supporting users of Umoja. With respect to information security, in response to the growing volume, intensity and sophistication of cyber attacks against the Organization, the Office has developed an "Action plan to strengthen information security across the Secretariat". The plan consists of 10 initiatives in the areas of: (a) preventive controls; (b) improved incident detection and response capabilities; and (c) governance, risk and compliance. The implementation of the action plan has been initiated in the biennium 2012-2013. The Office will continue to focus on information security and monitor progress in this area during the biennium 2014-2015.

Overview of resources

29E.6 The overall resources proposed for the biennium 2014-2015 for this section amount to $72,692,500, before recosting, reflecting a decrease of $5,157,300 (or 6.6 per cent) compared with the 2012-2013 resources at revised rates. Resource change is in line with the report of the Secretary-General on the budget outline for 2014-2015.

29E.7 The estimated percentage distribution of resources under the present section is detailed in tables 29E.3 to 29E.5 below.

Table 29E.3 Financial resources by component

(Thousands of United States dollars)

(1) *Regular budget*

	2010-2011 expenditure	*2012-2013 resources at revised rates*	*Resource changes*						*Total before recosting*	*Recosting*	*2014-2015 estimate*
			Technical adjustment (delayed impact and non-recurrent)	*New mandates and inter-component changes*	*In line with resolution 67/248*	*Reflected in budget outline report*[a]	*Total*	*Percentage*			
A. Executive direction and management	7 116.1	6 873.7	–	(155.8)	–	(216.1)	(371.9)	(5.4)	6 501.8	265.3	6 767.1
B. Programme of work	63 449.0	70 976.1	–	–	–	(4 785.4)	(4 785.4)	(6.7)	66 190.7	2 600.2	68 790.9
Subtotal, 1	**70 565.2**	**77 849.8**	**–**	**(155.8)**	**–**	**(5 001.5)**	**(5 157.3)**	**(6.6)**	**72 692.5**	**2 865.5**	**75 558.0**

(2) *Other assessed*

	2010-2011 expenditure	*2012-2013 estimate*	*2014-2015 estimate*
Programme of work	24 477.2	13 978.5	14 423.7
Subtotal, 2	**24 477.2**	**13 978.5**	**14 423.7**

(3) *Extrabudgetary*

	2010-2011 expenditure	*2012-2013 estimate*	*2014-2015 estimate*
A. Executive direction and management	–	7.0	–
B. Programme of work	26 999.6	21 863.3	23 771.2
Subtotal, 3	**26 999.6**	**21 870.3**	**23 771.2**
Total	**122 042.0**	**113 698.6**	**113 752.9**

[a] A/67/529 and Corr.1.

Table 29E.4 Post resources

Category	Established regular budget		Temporary[a]						Total	
			Regular budget		Other assessed		Extrabudgetary			
	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015
Professional and higher										
ASG	1	1	–	–	–	–	–	–	1	1
D-2	1	1	–	–	–	–	–	–	1	1
D-1	4	4	–	–	–	–	–	–	4	4
P-5	13	13	–	–	–	–	–	–	13	13
P-4/3	51	51	–	–	7	7	1	1	59	59
P-2/1	7	7	–	–	3	3	–	–	10	10
Subtotal	**77**	**77**	**–**	**–**	**10**	**10**	**1**	**1**	**88**	**88**
General Service										
Principal level	11	11	–	–	3	3	2	2	16	16
Other level	48	47	–	–	1	1	9	9	58	57
Subtotal	**59**	**58**	**–**	**–**	**4**	**4**	**11**	**11**	**74**	**73**
Other										
Trades and Crafts	1	1	–	–	–	–	–	–	1	1
Subtotal	**1**	**1**	**–**	**–**	**–**	**–**	**–**	**–**	**1**	**1**
Total	**137**	**136**	**–**	**–**	**14**	**14**	**12**	**12**	**163**	**162**

[a] Three P-4, four P-3, three P-2, three General Service (Principal level) and one General Service (Other level) financed from the support account for peacekeeping operations (Other assessed); and one P-4, two General Service (Principal level), nine General Service (Other level) posts financed from the Special account for information technology and telecommunications service costs at Headquarters (extrabudgetary).

Table 29E.5 Distribution of resources by component

(Percentage)

	Regular budget	Other assessed	Extrabudgetary
A. Executive direction and management	8.9	–	–
Subtotal, A	**8.9**	**–**	**–**
B. Programme of work			
1. Information and communications technology strategic management and coordination	9.2	100.0	100.0
2. Information and communications technology operations	81.9	–	–
Subtotal, B	**91.1**	**100.0**	**100.0**
Total	**100.0**	**100.0**	**100.0**

New mandates and inter-component changes

29E.8 Resources have been redistributed across components of Section 29. In this connection, a proposed decrease of $155,800 under executive direction and management reflects the proposed redeployment of one General Service (Other level) post, from section 29E, Office of Information and Communications Technology, to section 29A, Office of the Under-Secretary-General for Management, of the proposed programme budget for the biennium 2014-2015, to reflect the decision by the General Assembly in its resolution 66/246 to place the Office of Information and Communications Technology under the Department of Management effective 1 January 2012. The Executive Office of the Department of Management will therefore provide support to the Office of Information and Communications Technology in carrying out financial and general administrative duties.

Changes reflected in the report of the Secretary-General on the budget outline for 2014-2015

29E.9 Reductions in line with the Secretary-General's budget outline amount to $5,001,500. The areas of reductions are outlined in table 29E.6 below.

Table 29E.6 **Resource changes in line with the Secretary-General's budget outline**

Item *Net reductions in inputs*	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
1 Executive direction and management Reduction: Contractual services General operating expenses Addition: Supplies and materials	**Reprioritization of resources to achieve increased and enhanced synergies between the Office of Information and Communications Technology and its parent organizational unit, the Executive Office of the Department of Management** Total net reduction $216,100 Reflecting the discontinuation of requirements for professional services previously engaged for the implementation of new initiatives, and other requirements related to activities carried out to implement the ICT structural review. Further reductions reflect lower communications charges for the Office.	–	–
2 Programme of work *Subprogramme 6* Reduction: Contractual services General operating expenses Supplies and materials	**Reprioritization of resources to achieve increased efficiency by streamlining workflows** Total reduction: $4,785,400 A reduction in legacy systems and streamlined work processes, which, along with the possibility to consolidate service desks as well as the gradual migration from locally deployed ICT systems and infrastructure towards enterprise systems and enterprise data centres, would begin to render benefits during the next biennium and result	–	–

Item Net reductions in inputs	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
	in reduced requirements for contractors as the facilities operating in Brindisi and Valencia will host Umoja and other enterprise systems, including facilitating the downsizing of local data centres. Moreover, reduced requirements for commercial communications and telecommunications equipment are a result of the investments made in the Organization's telecommunications infrastructure such as the SONET and Internet protocol telephony, and the use of the managed output services for information technology equipment. Internet connectivity for essential staff without DSL/broadband service would continue to be allocated on a needs basis.		

Other assessed and extrabudgetary resources

29E.10 During the biennium 2014-2015, estimated resources amounting to $38,194,900, of which $14,423,700 and $23,771,200 represent other assessed and extrabudgetary resources, respectively, will be utilized to complement resources from the programme budget to:

(a) Provide ongoing support to peacekeeping operations in close cooperation with the Department of Field Support, focusing on strategic initiatives such as ICT technology infrastructure and standard-setting, planning and implementation of major infrastructure improvements for the field, implementation and support of Organization-wide applications;

(b) Develop, implement and support systems approved by the General Assembly in its resolution 63/262 and described in the reports of the Secretary-General on investing in an information and communications strategy for the United Nations Secretariat (A/62/793 and Corr.1 and Add.1) and the support account for peacekeeping operations for the period 1 July 2013 to 30 June 2014 and 1 July 2014 to 30 June 2015, which represent the enterprise information management priorities and needs for the field.

29E.11 The total of estimated other assessed contributions ($14,423,700) and extrabudgetary resources ($23,771,200) for the biennium 2014-2015 amounts to $38,194,900, which reflects an increase of $2,346,100, as compared with the revised estimates of $35,848,800 for assessed contributions ($13,978,500) and extrabudgetary resources ($21,870,300) for the biennium 2012-2013, attributable mainly to the establishment of a cost-recovery mechanism for previously approved information and communications technology projects in peacekeeping operations, particularly the enterprise identity management system and customer relationship management solutions.

29E.12 A total amount of $40,928,200 was proposed for the biennium 2012-2013, including $20,588,000 under other assessed and $20,340,200 under extrabudgetary resources (A/66/6 (Sect. 30)). A revised amount of $35,848,800 is estimated for 2012-2013, including $13,978,500 under other assessed, and $21,870,300 under extrabudgetary resources. The estimated decrease of $5,079,400 reflects a reduced organizational commitment to further develop and strengthen enterprise

solutions such as enterprise content management and customer relationship management, by adopting instead a maintenance model. Further, the estimated level of contributions is expected to decrease as a result of the Galaxy system no longer being supported, reduced resources for the Enterprise Portal, and delays experienced in the implementation of the Fuel Management Project.

Other information

29E.13 In response to General Assembly resolution 65/259, the Secretary-General submitted a report containing ICT initiatives, outlined in his report on the status of implementation of the information and communications technology strategy for the United Nations Secretariat (A/65/491), which also addressed requests made by the Assembly in its resolutions 63/262, 63/269, 64/243 and 65/259 and contained information on the development of a unified information and communications technology disaster recovery plan and business continuity approach, while leveraging enterprise data centres. The following initiatives were presented to the Assembly as enterprise ICT initiatives for the United Nations Secretariat (A/66/94):

(a) Initiative 1: Improve enterprise ICT management;

(b) Initiative 2: Leverage knowledge through ICT;

(c) Initiative 3: Enhance ICT service delivery;

(d) Initiative 4: Create a resilient ICT infrastructure.

29E.14 In paragraphs 101 to 106 of its resolution 66/246, the General Assembly decided to place the Office of Information and Communications Technology under the Department of Management, also decided that the Chief Information Technology Officer would report accordingly to the Head of the Department of Management, and further decided to place the budget of the Office within the budget of the Department of Management. The General Assembly also requested the Secretary-General to implement initiative 1, Improve enterprise ICT management, and initiative 4, Create a resilient ICT infrastructure, decided not to approve additional funding for the implementation of these initiatives, and also decided not to approve initiative 2, Leverage knowledge through ICT, and initiative 3, Enhance ICT service delivery.

29E.15 Following the above decision by the General Assembly, the Office of Information and Communications Technology was moved to the Department of Management, effective 1 January 2012. The Department now provides overall strategic direction and central leadership for the establishment and implementation of Organization-wide ICT and for planning and coordinating ICT activities Secretariat-wide, including infrastructure and enterprise systems, with a view to achieving coherence and coordination in the area of ICT within the work of the United Nations Secretariat and the Secretariat of funds, programmes and specialized agencies.

29E.16 In paragraph VIII.144 of its first report on the proposed programme budget for the biennium 2012-2013 (A/66/7 and Corr.1), the Advisory Committee on Administrative and Budgetary Questions recommended that the budget document provide complete transparency concerning cost-recovery income available to the Office of Information and Communications Technology, including information on the amounts paid by various departments and offices and any other entities for ICT services. Further, it stated that information must also be provided on the utilization of those resources by the Office, including for the funding of posts in the Office. In this connection, the Advisory Committee also considers that the income made available to the Office through cost recovery should be presented under a separate category in the overview of the budget section. In this connection, annex III to the present report contains two tables setting out information on cost-recovery income available to the Office of Information and Communications Technology in New York and its utilization during the biennium 2012-2013.

Status update on projects approved in General Assembly resolution 66/246

Initiative 1: Improve enterprise information and communications technology management

Project overview

29E.17 The project aims at streamlining ICT functions and structures at the global, regional and local levels to better support United Nations programmes by:

(a) Aligning ICT solutions with the needs of substantive entities;

(b) Creating a performance management framework to measure ICT units and resources;

(c) Reducing the fragmentation of applications and infrastructures through an ICT portfolio management function, strengthened infrastructure capacity and enhanced capacity in the enterprise application development areas;

(d) Developing an enterprise architecture framework that aligns ICT solutions with business needs;

(e) Enhancing the capacity for the development of enterprise ICT policies and strategies;

(f) Strengthening the security management function in the Secretariat;

(g) Modernizing and harmonizing ICT functions, jobs and career paths in collaboration with the Office of Human Resources Management;

(h) Defining a framework for ICT activities by creating policies on where ICT activities should be carried out;

(i) Establishing and maintaining a central repository of ICT capacities;

(j) Instituting transparency and optimizing the allocation of ICT resources.

Progress to date, including benefits realization

29E.18 An ICT performance management framework was developed to identify ICT capacities in the Secretariat and was added to ongoing efforts in ICT financial and project management methodologies, by harmonizing and integrating those into the "ICT resource framework". In view of the reduced level of resources available for ICT, all resource information, including financial, staffing and assets, must be reviewed by all stakeholders to ensure the maximum benefits are being derived from the organizational investment. Pursuant to the recent report of the Board of Auditors on the handling of information and communications technology affairs in the Secretariat (A/67/651 and Add.1), adjustments were proposed to the ICT governance processes.

29E.19 To assist in the harmonization of ICT services across the Secretariat, a draft approach and methodology for a global ICT service portfolio and catalogue was created and shared across all ICT units. It will provide a common service list for ICT services that will be implemented by iNeed when ready, and a common lexicon for ICT services regardless of duty station, as well as a mechanism to standardize and improve service delivery across the Organization.

29E.20 The Architecture Review Board was established in 2012 to enable timely adoption and dissemination of standards and policy adjustments. The Board is the main governance mechanism to review the enterprise technology architecture standards before submission to the ICT Management Coordination Group. It is comprised of the Chief Enterprise Architect (Chief, Policy, Architecture and Standards Section of the Strategic Management Service in the Office of Information and Communications Technology), and technology architects designated from various duty stations and ICT working groups from the Infrastructure Management Service, the Resource Management Service, and the Knowledge Management Service.

Implementation plan for 2014-2015

29E.21 On the basis of recommendations contained in the report of the Board of Auditors on the handling of information and communications technology affairs in the Secretariat (A/67/651 and Add.1), further decisions made by organizational management, and particularly paragraphs 11, 12 and 14 of General Assembly resolution 67/254, the Secretary-General will submit a revised ICT strategy for consideration by the Assembly by no later than its sixty-ninth session.

Initiative 4: Create a resilient information and communications technology infrastructure

Project overview

29E.22 In the report of the Secretary-General on enterprise information and communications technology initiatives for the United Nations Secretariat (A/66/94), projects previously submitted for consideration of Member States as "Streamline data centres" and "Unified disaster recovery plan and business continuity approach", were reformulated into an integrated initiative, entitled "Create a resilient ICT infrastructure", which, as a unified approach, included the proposed implementation of two enterprise data centres to host all enterprise applications such as Umoja, e-mail, Inspira, iNeed, and the enterprise identity management system, centrally, thereby consolidating the infrastructure and support resources for the applications while achieving cost reductions through economies of scale. The primary data centre is located in Brindisi and the secondary data centre in Valencia. In order to reduce costs, basic existing infrastructure from the Department of Field Support will be leveraged in these locations, including power, cooling, rack space, network infrastructure and telecommunication links, through the use of a pay-per-use model. These two data centres, operating in different locations, along with designed applications, are in line with the Organization's disaster recovery and business continuity model, providing a much higher level of resilience for hosting services.

Relevance in relationship to Umoja and the implementation of the International Public Sector Accounting Standards

29E.23 There is a direct relationship between the planning and implementation of the enterprise data centres and the implementation of Umoja and the International Public Sector Accounting Standards (IPSAS). The enterprise data centre approach was developed in direct response to the ever-increasing need for enterprise systems that address the needs of the Organization, such as Umoja and IPSAS. This approach aims to ensure speed and reliability of access to these systems at the lowest possible risk and cost.

29E.24 Both enterprise facilities are world-class data centres and have sufficient capacity to handle the requirements of Umoja. The Office and the Umoja team have been working jointly to ensure a timely and appropriate response to the implementation requirements of Umoja, namely, a number of high-end servers are presently reserved in the enterprise data centres, which allows secure remote access that is required for Umoja.

29E.25 It is envisioned that other applications required for interfaces and interoperability with Umoja and other enterprise systems will be hosted in the enterprise data centres as well. Storing enterprise information in both data centres is beneficial to the Organization from a disaster recovery and business continuity standpoint, in that if the centre at Brindisi becomes unavailable, the application will still be fully available to the users from the centre at Valencia. Utilizing the enterprise data centre approach creates a highly available environment that will meet the current and future needs of the Organization.

Progress to date, including benefits realization

29E.26 In 2011 and 2012, core service infrastructure was procured and installed by the Office of Information and Communications Technology to establish the enterprise data centres. The core infrastructure is currently available, including the infrastructure that supports secure remote connectivity, database management and the allocation of virtual servers. An enterprise application, iNeed, is also partially deployed in the centres. The Office is presently working with the Department of Field Support to provide Internet connection, which is a prerequisite for most enterprise applications. In parallel, the Infrastructure Management Service of the Office is working with its customers in departments and offices on the deployment of other applications at the enterprise data centres. Presently, capacity for physical server deployment at the centres is not available.

Implementation plan for 2014-2015

29E.27 The Office will continue to plan and migrate enterprise applications to the enterprise data centres with a very strong focus on resilience, namely, disaster recovery and business continuity. New technologies such as a high-speed communications link between the Primary Tech Centre at Headquarters and the centre at Valencia, and other telecommunications improvements such as the wide area network (WAN), will substantially improve the connectivity between offices away from Headquarters, United Nations system agencies, peacekeeping missions and Headquarters. This will allow the further consolidation of services through these data centres, ensuring the adequate support that is critical for the deployment of Umoja and other enterprise applications.

Secondary data centre

29E.28 The secondary data centre, located in Piscataway, New Jersey, became operational in the fourth quarter of 2009 as a local disaster recovery site for United Nations Headquarters and the North Lawn technology centre as well as business continuity for Headquarters. The secondary data centre also provides disaster recovery for core critical Headquarters applications, both enterprise and local, such as the IMIS, Lotus Notes e-mail and Blackberry service.

29E.29 The most recent progress update on the implementation of the secondary data centre, including resource requirements for the biennium 2012-2013, was submitted for consideration by the General Assembly during its sixty-sixth session in December 2011 in the report of the Secretary-General on the emergency management framework organizational resilience management system (A/66/516). On the basis of that report, the Assembly decided, in paragraph 7 of part I of its resolution 66/247, to approve the extension of the lease of the secondary data centre for 30 months beyond 31 December 2011 and the procurement of software to maintain emergency preparedness plans and the staff accounting system, and also decided not to approve additional resources for the above.

29E.30 The Office is currently carrying out a cost/benefit analysis to determine the effectiveness of the continuation of the secondary data centre, as compared with the use of an alternate location, for example, the enterprise data centre at Valencia. These actions are being taken in the context of the implementation of the Umoja infrastructure.

29E.31 Pursuant to General Assembly resolution 58/269, resources identified for the conduct of monitoring and evaluation would amount to $47,300 representing a total of 2.5 work-months of Professional staff at the P-5 level for the biennium, funded from regular budget resources.

A. Executive direction and management

Resource requirements (before recosting): $6,501,800

29E.32 Responsibility for executive direction and management is vested in the Office of the Chief Information Technology Officer. In order to fulfil its responsibilities in terms of executive direction and management and overall management of the Office of Information and Communications Technology, the Office of the Chief Information Technology Officer assists in providing overall strategic planning and management, and coordinates the work of the internal organizational units and maintains liaison with the chiefs of information and communications technology in other United Nations departments and offices, and duty stations.

Table 29E.7 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure full implementation of legislative mandates and compliance with United Nations policies and procedures with respect to the management of the programme of work and of staff and financial resources

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Programme of work is effectively managed	(a) Timely delivery of outputs and services *Performance measures* (Percentage of time outputs and services are delivered on time) 2010-2011: 70 per cent Estimate 2012-2013: 74 per cent Target 2014-2015: 78 per cent
(b) Increased timeliness of submission of documentation	(b) Increased percentage of pre-session documents submitted in accordance with the required deadline *Performance measures* 2010-2011: 95 per cent Estimate 2012-2013: 100 per cent Target 2014-2015: 100 per cent

(c) Enhanced policy coherence in the management of the information and communications technology activities of the United Nations	(c) Increased number of ICT activities carried out in collaboration with other entities such as the ICT Network of the United Nations System Chief Executives Board for Coordination (CEB) High-level Committee on Management and other ICT units at Headquarters, in offices away from Headquarters and regional commissions *Performance measures* 2010-2011: not applicable Estimate 2012-2013: 10 Target 2014-2015: 15

External factors

29E.33 The objectives and expected accomplishments under executive direction and management are anticipated to be achieved on the assumption that all stakeholders will extend their full cooperation and support to the Office of the Information and Communications Technology in implementing information and communications technology policies and strategies.

Outputs

29E.34 During the biennium 2014-2015, the following outputs and activities will be delivered (regular budget):

(a) Representation of the Secretary-General at meetings of United Nations intergovernmental bodies on various information and communications technology issues as and when required;

(b) Cooperation with other organizations of the United Nations system on issues of a common approach to information and communications technology, including contributions to the activities of CEB and its machinery on information and communications technology issues;

(c) Development of Secretariat-wide information and communications technology policies and procedures which are promulgated through Secretary-General's bulletins and administrative instructions;

(d) Development and implementation of a global information security strategy and the formulation of a set of policies in the context of a challenging landscape of potential cyber-security threats;

(e) Monitoring and coordination of the activities of the Office to ensure its efficient functioning and liaison with client departments and offices;

(f) Strategic guidance and technical oversight of the implementation of enterprise-wide information and communications technology initiatives and services.

29E.35 The distribution of resources for executive direction and management is reflected in table 29E.8 below.

Table 29E.8 **Resource requirements: executive direction and management**

Category	Resources (thousands of United States dollars) 2012-2013	Resources (thousands of United States dollars) 2014-2015 (before recosting)	Posts 2012-2013	Posts 2014-2015
Regular budget				
Post	3 981.4	3 825.6	18	17
Non-post	2 892.3	2 676.2	–	–
Total	**6 873.7**	**6 501.8**	**18**	**17**

29E.36 The amount of $6,501,800, reflecting a net decrease of $371,900, provides for the costs of 17 posts (1 ASG, 2 P-5, 1 P-3, 2 General Service (Principal level) and 11 General Service (Other level)) in the Office of the Chief Information Technology Officer ($3,825,600); and non-post requirements ($2,676,200).

29E.37 The net decrease of $371,900 is attributable to the proposed redeployment of one General Service (Other level) post, from section 29E, Office of Information and Communications Technology, to section 29A, Office of the Under-Secretary-General for Management, of the proposed programme budget for the biennium 2014-2015, to support the implementation of the decision by the General Assembly in its resolution 66/246 to place the Office of Information and Communications Technology under the Department of Management, effective 1 January 2012 ($155,800), and other reductions ($216,100), in line with resource changes reflected in the Secretary-General's report on the budget outline for the biennium 2014-2015, and table 29E.6, item 1, "reprioritization of resources to achieve increased and enhanced synergies between the Office of Information and Communications Technology and its parent organizational unit, the Executive Office of the Department of Management", of the present report.

B. Programme of work

29E.38 The distribution of resources for the programme of work is reflected in table 29E.9 below.

Table 29E.9 **Resource requirements by subprogramme**

	Resources (thousands of United States dollars) 2012-2013	Resources (thousands of United States dollars) 2014-2015 (before recosting)	Posts 2012-2013	Posts 2014-2015
Regular budget[a]				
5. Information and communications technology strategic management and coordination	6 712.5	6 712.5	16	16
6. Information and communications technology operations	64 263.6	59 478.2	103	103
Subtotal	**70 976.1**	**66 190.7**	**119**	**119**
Other assessed	13 978.5	14 423.7	14	14
Extrabudgetary	21 863.3	23 771.2	12	12
Total	**106 817.9**	**106 385.6**	**145**	**145**

[a] Subprogrammes 1 to 4 of programme 25 do not fall within the responsibility of the Office of Information and Communications Technology.

Subprogramme 5
Information and communications technology strategic management and coordination

Resource requirements (before recosting): $6,712,500

29E.39 Substantive responsibility for the subprogramme is vested in the Strategic Management Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 5, Information and communications technology strategic management and coordination, of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015.

Table 29E.10 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure the efficient, effective and transparent achievement of strategic organizational goals by leveraging information and communications technology

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved knowledge management, resource management and infrastructure management	(a) (i) Increased number of common applications and services and infrastructure made available through knowledge management, resource management and infrastructure management programmes *Performance measures* 2010-2011: 35 Estimate 2012-2013: 37 Target 2014-2015: 39 (ii) Increased number of high-level business cases complying with established governance processes *Performance measures* 2010-2011: 27 Estimate 2012-2013: 29 Target 2014-2015: 31 (iii) Increased number of systems and infrastructure consolidated in enterprise data centres *Performance measures* 2010-2011: 1 Estimate 2012-2013: 10 Target 2014-2015: 15

(b) Use of ICT resources optimized according to common standards	(b) Increased number of Organization-wide ICT standards, guidelines and procedures implemented *Performance measures* 2010-2011: 111 Estimate 2012-2013: 140 Target 2014-2015: 150
(c) Improved coordination, collaboration and coherence within the United Nations system in all matters related to ICT	(c) Increased number of system-wide harmonization efforts *Performance measures* 2010-2011: 1 Estimate 2012-2013: 2 Target 2014-2015: 3

External factors

29E.40 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that all stakeholders will extend their full cooperation and support to the Office of Information and Communications Technology in implementing ICT policies and strategies.

Outputs

29E.41 During the biennium 2014-2015, the following outputs and activities will be delivered (regular budget):

(a) Maintenance of appropriate ICT management and governance structures;

(b) Maintenance of the Secretariat's ICT strategy and the knowledge management, resource management and infrastructure management strategies;

(c) Contribution to the activities of the CEB High-level Committee on Management and the ICT Network;

(d) Increased number of business requirements addressed through the use of enterprise applications;

(e) Maintenance of the information security and enterprise architecture frameworks;

(f) Establishment and implementation of an ICT service management framework.

29E.42 The distribution of resources for subprogramme 5 is reflected in table 29E.11 below.

Table 29E.11 **Resource requirements: subprogramme 5**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	4 773.3	4 773.3	16	16
Non-post	1 939.2	1 939.2	–	–
Total	**6 712.5**	**6 712.5**	**16**	**16**

29E.43 The amount of $6,712,500 provides for the costs of 16 posts (1 D-1, 2 P-5, 5 P-4, 3 P-3 and 5 General Service (Other level)) in the Strategic Management Service ($4,773,300); and non-post requirements ($1,939,200).

Subprogramme 6
Information and communications technology operations

Resource requirements (before recosting): $59,478,200

29E.44 Substantive responsibility for the subprogramme is vested in the Programme Management Division. The subprogramme will be implemented in accordance with the proposed strategy detailed under subprogramme 6, Information and communications technology operations, of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015.

Table 29E.12 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure the efficient, effective and transparent achievement of the functional and operational goals of the Organization by leveraging information and communications technology

Expected accomplishments of the Secretariat	**Indicators of achievement**
(a) Improved capability of the Organization in the management of its activities	(a) (i) Increased number of substantive services automated or enhanced by ICT projects *Performance measures* 2010-2011: 6 Estimate 2012-2013: 7 Target 2014-2015: 8 (ii) Increased percentage of ICT services enhanced or automated

	Performance measures 2010-2011: 20 per cent Estimate 2012-2013: 24 per cent Target 2014-2015: 29 per cent (iii) Percentage of ICT services that meet agreed upon service levels *Performance measures* 2010-2011: 99.5 per cent Estimate 2012-2013: 100 per cent Target 2014-2015: 100 per cent
(b) Enhanced alignment of standardized service and project delivery processes with best practices	(b) Increased number of ICT services provided with increased maturity levels, as defined by best practice frameworks (International Organization for Standardization (ISO), the Information Technology Infrastructure Library methodology or the Control Objectives for Information and Related Technology (COBIT)) *Performance measures* 2010-2011: 37 Estimate 2012-2013: 39 Target 2014-2015: 41

External factors

29E.45 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that: (a) the evolution of technology, and developments in related industries, may require that adjustments be made in related ICT projects; and (b) stakeholders fulfil their responsibilities and obligations and extend their full cooperation in attaining the objectives of ICT policies and strategies.

Outputs

29E.46 During the biennium 2014-2015, the following final outputs and activities will be delivered (regular budget):

(a) Knowledge management outputs:

(i) Operational support: daily support for knowledge management-related services delivered by the Office of Information and Communications Technology such as iSeek, the Official Document System, document management, and collaborative environments, among others;

(ii) New technologies and development:

a. Implementation of shared document and records management repositories;

b. Implementation of infrastructure and policies and procedures to support digitization;

(iii) Coordination activities:

a. Coordination of services relating to digitization for the capital master plan;

b. Coordination of enterprise search services for un.org, the Official Document System and document repositories;

c. Coordination, operation and delivery of websites for permanent missions of Member States of the United Nations in New York;

(b) Resource management outputs:

(i) Operational support:

a. Programming and implementation of regulatory changes to IMIS, including IPSAS-related changes until the launching of Umoja;

b. Provision of levels 2 and 3 support for IMIS;

c. Ensuring the integrity and unified architecture of databases;

d. Maintaining the central reporting system, facilitating optimal access to data and ensuring that the reporting facility evolves, taking into account modern technology and new requirements at all duty stations;

e. Enhancement of the central software distribution tool to automatically update user workstations with the latest software releases;

f. Provision of support to all resource management systems developed by the Office, including more than 30 process automation applications presently used across the Secretariat;

(ii) New technologies and development:

a. Provision of support data migration from legacy systems to Umoja;

b. Development of data interfaces between legacy systems and Umoja;

c. Design of IMIS interfaces with the peacekeeping asset management system as part of IPSAS compliance;

d. Implementation of service management applications in departments and offices;

e. Implementation of desk software for Umoja;

f. Development of resource management solutions common to Headquarters and field missions, namely, customer relationship management enterprise applications;

(iii) Coordination activities:

a. Coordination of the Resource Management Working Group of the Secretariat with the aim of facilitating the sharing of resources and lessons learned;

b. Coordination of business case review for new information technology projects submitted to the Office by departments, offices and field missions;

(c) Infrastructure management outputs:

(i) Operational support:

a. Policy: ensuring the conformity with established policies and relevant industry standards of all information and communications technology services delivered by the Office; enforcing network security for the information and communications technology infrastructure of the Secretariat in line with international security standards;

b. Connectivity: management and maintenance of the global telecommunications infrastructure that connects United Nations Headquarters with offices away from Headquarters and peacekeeping missions; expansion and upgrading of the e-mail, Internet and Intranet systems (in cooperation with the Department of Field Support, as appropriate);

c. Capital investment: upgrading the United Nations Headquarters campus network infrastructure with robust capabilities to support large and multiple user groups with diverse requirements for mission-critical data, voice and video traffic;

d. Information security: conduct of periodic security risk assessments of technological structures and operations at United Nations Headquarters and at offices away from Headquarters and securing the network through the use of anti-spam and robust, current generation anti-virus solutions;

e. User support: provision of technical and operational support for servers, personal computers and mobile devices connected to the United Nations Headquarters network; provision of electronic messaging services, including facsimile messages, telex and cable services;

(ii) New technologies and development: implementation of infrastructure management applications and technology;

(iii) Coordination activities:

a. Coordination of the provision of information and communications technology support to all permanent and observer missions of Member States of the United Nations in New York;

b. Operation and maintenance of approximately 10,000 telephone, 2,000 polycoms and facsimile lines connected to the private branch exchange at Headquarters and implementation of approximately 4,500 user requests for moves and changes;

c. Operation and maintenance of secure voice and message communications globally among all United Nations offices;

d. Provision of technical and operational support for voicemail users at United Nations Headquarters and technical support for cellular telephony;

e. Provision of infrastructure support for all central software applications, such as IMIS, the Official Document System, e-mail, Inspira and the Internet/intranet;

f. Implementation of IMIS-related user requests for security services;

g. Provision of infrastructure to support all departmental applications at Headquarters data centres and enterprise applications in the enterprise data centres at Brindisi and Valencia.

Table 29E.13 **Resource requirements: subprogramme 6**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	27 569.7	27 569.7	103	103
Non-post	36 693.9	31 908.5	–	–
Subtotal	**64 263.6**	**59 478.2**	**103**	**103**
Other assessed	13 978.5	14 423.7	14	14
Extrabudgetary	21 863.3	23 771.2	12	12
Total	**100 105.4**	**97 673.1**	**129**	**129**

29E.47 The amount of $59,480,900, reflecting a decrease of $4,785,400, provides for the costs of 103 posts (1 D-2, 3 D-1, 9 P-5, 16 P-4, 26 P-3, 7 P-2, 9 General Service (Principal level), 31 General Service (Other level) and 1 Trades and Crafts) in the Programme Management Division, which oversees the activities of four services, the Resource Management Service, the Knowledge Management Service, the Infrastructure Management Service, and the Field Systems Service ($27,569,700); and non-post requirements ($31,908,500).

29E.48 The decrease of $4,785,400 under non-post resources is in line with resource changes reflected in the Secretary-General's report on the budget outline for the biennium 2014-2015, and table 29E.6, item 2, "reprioritization of resources to achieve increased efficiency by streamlining workflows", of the present report.

29E.49 During the biennium 2014-2015, estimated resources amounting to $38,194,900, of which $14,423,700 and $23,771,200 represent other assessed and extrabudgetary resources, respectively, will be utilized to complement resources from the programme budget to:

(a) Provide ongoing support to peacekeeping operations in close cooperation with the Department of Field Support, focusing on strategic initiatives such as ICT technology infrastructure and standard-setting, planning and implementation of major infrastructure improvements for the field, implementation and support of Organization-wide applications;

(b) Develop, implement and support systems approved by the General Assembly in its resolution 63/262 and described in the reports of the Secretary-General on investing in an information and communications strategy for the United Nations Secretariat (A/62/793 and Corr.1 and Add.1) and the support account for peacekeeping operations for the period 1 July 2013 to 30 June 2014 and 1 July 2014 to 30 June 2015, which represent the enterprise information management priorities and needs for the field.

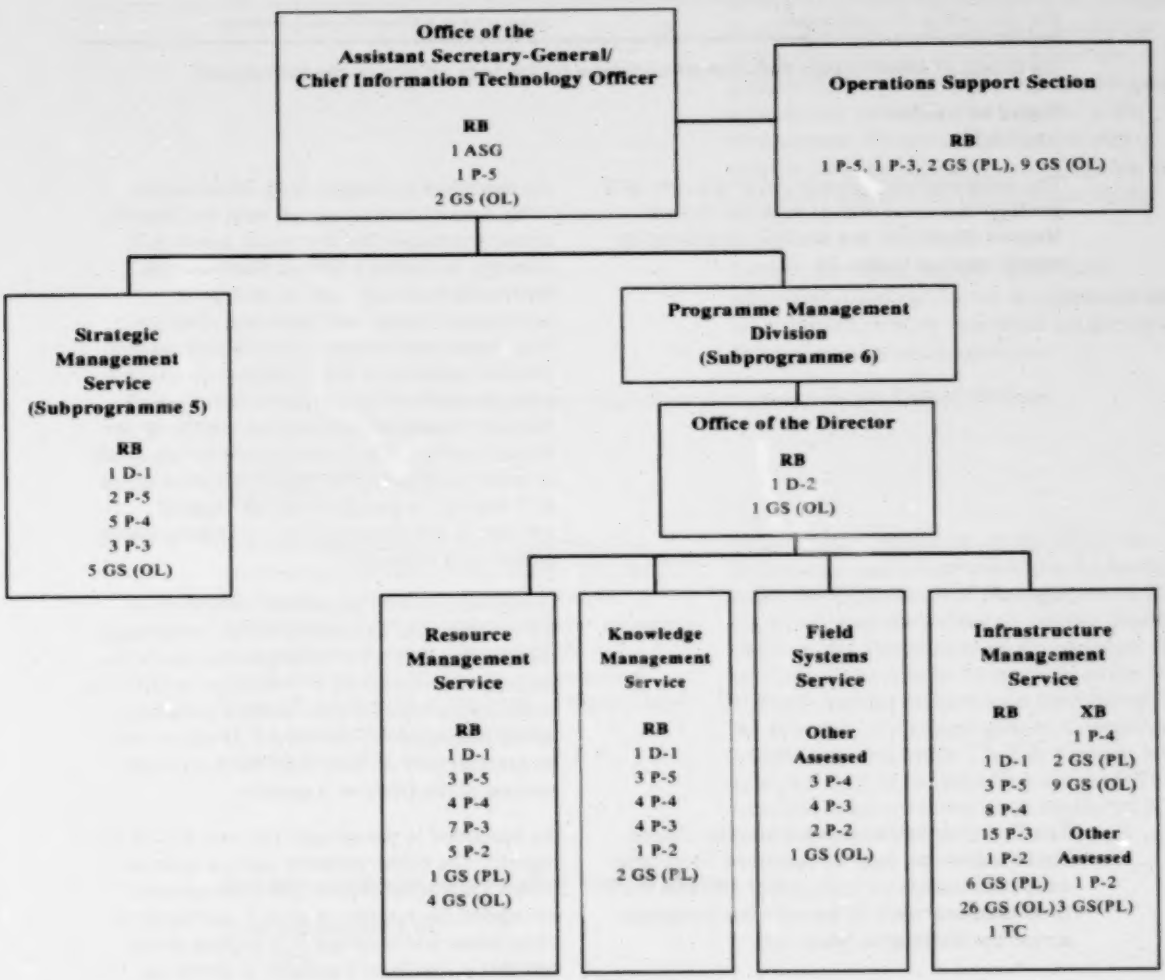
29E.50 The increase of $2,346,100 compared with the revised estimates of $35,848,800 for the biennium 2012-2013 is attributable mainly to the establishment of a cost-recovery mechanism for previously approved information and communications technology projects in peacekeeping operations, in particular the enterprise identity management system and customer relationship management solutions.

29E.51 A total amount of $40,928,200 was proposed for the biennium 2012-2013, including $20,588,000 under other assessed and $20,340,200 under extrabudgetary resources (A/66/6 (Sect. 30)). A revised amount of $35,848,800 is estimated for 2012-2013, including $13,978,500 under other assessed and $21,870,300 under extrabudgetary resources. The estimated decrease of $5,079,400 reflects a reduced organizational commitment to further develop and strengthen enterprise

solutions such as enterprise content management and customer relationship management, by adopting a maintenance model instead. In view of the fact that the Galaxy system is no longer supported, that resources for the enterprise portal have been reduced and that delays have been experienced in the implementation of the Fuel Management Project, the estimated level of contributions is anticipated to decrease.

Annex I

Organizational structure and post distribution for the biennium 2014-2015



Annex II

Summary of follow-up actions taken to implement relevant recommendations of the oversight bodies

Brief description of the recommendation	*Action taken to implement the recommendation*
Handling of information and communications technology affairs in the Secretariat	
Board of Auditors (A/67/651)	
The Administration should develop a new ICT strategy that is consistent with the United Nations objectives and realistic ambitions for transformation (paras. 14-20).	As described in paragraph 20 of the report: "The Administration agreed with the Board's recommendation that it develop a new ICT strategy, including a United Nations-wide information strategy and an enterprise architecture framework, that describes how information and technology will support and provide benefits for the Organization. Such a strategy needs to be consistent with United Nations objectives and realistic ambitions for transformation. The Administration then needs to make progress in the implementation of the ICT strategy in parallel with any agreed reforms to the Organization's operating model, culture and approach." In connection with the above, the Office of Information and Communications Technology and the Department of Management are in the process of revising the ICT strategy in 2013, in consultation with all stakeholders including senior management, the results of which will be presented by no later than the sixty-ninth session of the General Assembly.
The Board is very concerned that the United Nations does not have an approved Secretariat-wide information security policy and that there is no harmonization of security environments across the Secretariat (para. 99).	As described in paragraphs 100 and 101 of the report: "The Administration agreed with the Board's recommendation that management strengthen Secretariat-wide ICT standards to consolidate and leverage ICT buying power and that it use these standards to drive the harmonization of ICT as a necessary precursor to the consolidation of software applications and infrastructure. "The Administration agreed with the detailed recommendation on ICT security set out by the Board in its memorandum to the Chair of the Advisory Committee on Administrative and Budgetary Questions on this matter."

Brief description of the recommendation	*Action taken to implement the recommendation*
	The Under-Secretary-General of the Department of Management has taken a strong role in the development and implementation of a Secretariat-wide information security policy. In this connection, an information security policy directive and several substantive policies have been drafted and are undergoing consultation and review as reported to the Management Committee. An action plan to address the most urgent shortcomings has been developed and will be implemented during 2013. Further, the Office has also prioritized additional resources for the development and implementation of an enterprise architecture programme and related policies.
Information and communications technology governance in the United Nations system organizations **Joint Inspection Unit** (A/67/119)	
The executive heads of the United Nations system organizations should ensure that the ICT governance committee, or equivalent, is composed of the most senior business managers representing all major services of the Organization, and chaired by an executive manager, preferably at the level of deputy head of the organization or equivalent (recommendation 1).	Following the placement of the Office of Information and Communications Technology under the Department of Management in 2012, the Under-Secretary-General and the Executive Office of the Department of Management have taken an active role in the revision of the ICT strategy. Various matters have been brought to the attention of the Management Committee, which is chaired by the Chef de Cabinet, who acts on behalf of the Secretary-General. The Committee has reviewed and considered ICT policy and security matters.
Business continuity in the United Nations system **Joint Inspection Unit** (A/67/83)	
Legislative bodies of the United Nations organizations should, on the basis of executive heads' budget proposals, provide the necessary financial and human resources for the implementation, continuous monitoring, maintenance and updating of the approved business continuity plans developed on the basis of the organization's business continuity policy/strategy (recommendation 7).	Immediately following the occurrence of Hurricane Sandy in October 2012, the Office of Information and Communications Technology worked with various departments and offices of the Secretariat in the development of lessons learned and implemented mitigating measures to respond to future disruptive scenarios. Further, the Office has prioritized internal resources for the development of enhanced disaster recovery and

Brief description of the recommendation	*Action taken to implement the recommendation*
	business continuity plans and their periodic testing. In addition, the Office is performing a cost/benefit analysis to determine the effectiveness of the continuation of the secondary data centre, located in Piscataway, New Jersey, as compared with the use of an alternate location, such as the enterprise data centre at Valencia. These actions are being taken in the context of the implementation of the Umoja infrastructure.
Audit of governance and strategic management in the Office of Information and Communications Technology	
Office of Internal Oversight Services (AT2011/517/01)	
The Office of Information and Communications Technology should finalize and test the Organization-wide ICT business continuity and disaster recovery plans (para. 35).	The Office has prioritized additional resources for the sole purpose of development of ICT business continuity and disaster recovery planning. Implementation of lessons learned and mitigation actions and procedures have been developed following Hurricane Sandy, with continuing efforts focused on testing and continuous improvement.
The Office of Information and Communications Technology should complete the enterprise architecture; and put in place mechanisms for monitoring and supporting the adoption of policies, procedures and technical guidelines, and ensure their adoption Organization-wide, starting from the of ICT strategy initiatives (para. 57).	In 2012, the Office established the Architectural Review Board and allocated additional internal resources for the purpose of standardizing enterprise architecture. The Board has reviewed and approved a variety of standards and currently meets on a monthly basis.
Advisory Committee on Administrative and Budgetary Questions (A/66/7)	
Given the magnitude of the resources the Organization spends on ICT and the strategic importance of ensuring overall coherence in the utilization of resources, the Advisory Committee recommends that a comprehensive picture of the totality of the resources proposed for ICT be reflected in the introduction to the proposed programme budget, with a breakdown of the resources by budget section, distinguishing	(a) The table in the Foreward and introduction fascicle (information technology summary) and table 4 in the supplementary information will be updated to also include information technology resources from extrabudgetary, and other assessed contributions. A remark will be added to the table to indicate the overall amount of resources under the peacekeeping ICT budget;

Brief description of the recommendation	*Action taken to implement the recommendation*
between different sources of funding. In addition, information on the utilization of the proposed resources should be provided, including expenditures related to ongoing operational requirements, the implementation of ICT projects and the provisions made for service-level agreements with the Office of Information and Communications Technology or other providers of ICT services. The estimates of the additional cost-recovery income available to the provider of ICT services through service-level agreements must also be included (para. 116).	(b) Information on cost-recovery (service-level agreements) information takes into account New York only. Annex III to the Office of Information and Communications Technology fascicle details the overall level of expenditures incurred during the biennium 2010-2011 from cost recovery as well as the estimates for the bienniums 2012-2013 and 2014-2015 by department and the cost-recovery utilization by source of funds.
The Advisory Committee further recommends that future budget submissions include, regardless of the source of funding, a clear ICT plan for each section containing proposals for the implementation of ICT projects, together with information on the expected results and benefits of investing in such projects. Such plans should be prepared in accordance with the ICT strategy for the Secretariat as a whole. This information should be provided in the overview section of the respective budget fascicles (para. 117).	Each department is to present the status of its ICT projects valued over $250,000, as well as enterprise projects, i.e., ERP, in its respective programme budget fascicle. Section 29E, Office of Information and Communications Technology, is providing updates on projects approved by the General Assembly in its resolution 66/246 of 24 December 2011, i.e., initiative 1, Improve enterprise ICT management; and initiative 4, Create resilient information and communications technology (ICT) infrastructure. All new and continuing projects are reported upon and reviewed quarterly by OICT Projects Management Office to ensure alignment with the overall ICT strategy.
The Committee emphasizes the need to ensure that all ICT-related proposals are coherent and in line with the ICT strategy adopted by the General Assembly in its resolution 63/262. It reiterates its recommendation that the Office of Programme Planning, Budget and Accounts and the Office of Information and Communications Technology work closely to ensure that appropriate budgetary procedures are established that would allow such a review and that the procedures are fully complied with in the future (para. 118).	In the context of the review of proposals for the proposed programme budget for the biennium 2014-2015, departments and offices were requested to submit new ICT initiatives, including a business case, if applicable, to OICT for review by the relevant working groups, such as those on infrastructure management, the knowledge management, and the resource management. As a result of this exercise, 13 business cases were reviewed and approved by OICT.
The Advisory Committee is of the view that the budget document must provide complete transparency concerning cost-recovery income available to the Office of Information and Communications Technology, including	Annex III to the present document provides a complete overview of the cost-recovery income available to the Office, with the amounts paid by departments and offices either through direct allotment or charge-back. Information is

Brief description of the recommendation	*Action taken to implement the recommendation*
information on the amounts paid by various departments and offices and any other entities for ICT services. Information must also be provided on the utilization of those resources by the Office, including for the funding of posts in the Office. In this connection, the Committee also considers that the income made available to the Office through cost recovery should be presented under a separate category in the overview of the budget section. The Advisory Committee further reiterates that information on the basis for the pricing and costing of those services should be made available to client departments (para. VIII.144).	provided for the three main sources of cost-recovery available to the Office, namely, the special account for information technology and telecommunications service costs at Headquarters, desktop services and other end-user workplace services, and applications and hosting services.

Annex III

Cost-recovery income available to the Office of Information and Communications Technology in New York and utilization during the biennium 2012-2013

Overview

AIII.1 The Office of Information and Communications Technology provides a large range of ICT services to various departments and offices and other United Nations entities that are funded through established cost-recovery mechanisms. Table A.III.1 below provides an overview of the revenue for the wide range of information and communications technology services provided to departments and offices and other United Nations entities on a cost-recovery basis by fund code, and by section, received either through allotment or charge-back, and table A.III.2 below provides information on the utilization of these resources by the Office, including for the funding of posts in the Office.

AIII.2 The 2012-2013 and 2014-2015 estimates are based on the existing inventories and service prices applicable for the bienniums 2012-2013 and 2014-2015. The established cost-recovery accounts are described below:

(a) **Special account for information technology and telecommunications service costs at Headquarters**. The special account is funded in part from the programme budget and by a standard phone line cost charged back to all user departments and offices. It covers, inter alia, the costs of leased line connections between Headquarters and a portion of the satellite lines, the fixed costs for the telephone system and 12 posts (1 P-4, 2 General Service (Principal level), 9 General Service (Other level)), and the provision of uninterrupted secure communication services 24 hours a day, 7 days a week, for the Secretary-General, the Department of Field Support and senior management at Headquarters. The variable cost component relates to invoicing by commercial telecommunications service providers to client departments and offices for long-distance calling, carrier charges for services, wireless services for mobile phones and devices, satellite phones, among others;

(b) **Desktop services and other end-user workplace services**. Funding for this account originates in individual departmental budgets and is based on the number of desktop accounts requested by each department as well as the personal computing service level package agreed between the Office and the respective client department or office. There are three different service levels, namely, A, B, and C, which provide different levels of support to the different client departments and offices, such as full local area network (LAN) administration and special on-site technical support. Level "C" represents the least expensive service agreement and includes the core minimum to connect a desktop to the network, provide core desktop licenses and an email account, and it requires the client department or office to have its own technical staff and service desk. Level "B" includes all of the services provided under service level agreement "C", with the addition of full service desk access. Level "A" represents the most expensive service agreement and it includes all of the services provided under service level agreement "B", with the addition of full network administration and special on-site technical support. Resources obtained for the provision of services under the above agreements enables the Office to cover the cost of contractual services required to manage and support these services, software license renewal, and equipment acquisition and maintenance;

(c) **Applications and hosting services**. Funding for this account is obtained through the provision of a wide array of services that are used to provide departmental specific application services such as hosting of the web site, applications, database, the Lotus Notes application, the physical and virtual server, storage and backup services, disaster recovery services, and also professional services for project management, business analysis, application development and/or security services. During the biennium 2014-2015, the Office will also offer new application services in the resource and knowledge management areas for specific departmental needs. Resources obtained for the provision of these services enables the Office to cover the cost of contractual services, software renewal and equipment acquisition and maintenance.

AIII.3 Since the cost-recovery mechanisms were first introduced in the biennium 2006-2007, the Office continues to improve its costing model to ensure that only variable costs, such as maintenance costs for hardware and software, depreciation and labour dedicated to a specific service, are factored into the calculations for the charged-back services, while capital investment, management and administrative resources are funded centrally from the resources of the Office. In view of the move to the new state-of-the-art North Lawn data centre, the Office is now able to send regular inventories and bills to client departments and offices, which provides better visibility of the use of ICT resources and enables client departments and offices to review and ensure the best usage of their ICT resources.

AIII.4 Information and communications technology services and prices are included in a published rate card and are made available to all departments and offices as part of the programme budget guidelines. The rate card is updated every biennium and includes existing and new services available to client departments and offices in line with the ICT strategy of the Organization.

AIII.5 As shown in the table below, the variation in revenue between 2010 and 2011 and the projected estimates for the biennium 2012-2013 for application and hosting services reflects the new capacity of the Office to charge-back client departments and offices based on reviewed and agreed-upon inventories. This increase in cost recovery has enabled the Office to upgrade many of the technological environments supporting the Organization during the biennium 2012-2013. Consequently, the Office has now reduced the number of infrastructure platforms that require active management, retired obsolete technologies that are often expensive to maintain and continued to enforce virtualization for its entire environment. These improvements were reflected in the rate card for the biennium 2014-2015, including the reduction in half of many service costs, leading to decreased estimated expenditures for client departments and offices. Similarly, with the implementation of the Internet Protocol telephony technology in the Organization, the standard phone line cost was reduced from $360 per year to $240, resulting in over $2.2 million savings per biennium for the Organization.

Table A.III.1 Cost-recovery income from all funding sources

(Thousands of United States dollars)

Section	*Telecommunications and network*			*Desktop*			*Application and hosting*		
	2010-2011	*2012-2013*	*2014-2015*	*2010-2011*	*2012-2013*	*2014-2015*	*2010-2011*	*2012-2013*	*2014-2015*
	Expenditure	*Estimates*	*Estimates*	*Expenditure*	*Estimates*	*Estimates*	*Expenditure*	*Estimates*	*Estimates*
1. Overall policymaking, direction and coordination	148.3	193.0	128.7	389.9	634.0	604.4	72.0	215.3	112.2
2. General Assembly and Economic and Social Council affairs and conference management	840.2	985.1	656.7	2 581.4	3 011.6	3 011.6	1 304.4	1 118.4	717.3
3. Political affairs	268.1	357.1	238.1	1 007.0	982.6	982.6	50.8	516.3	147.7
4. Disarmament	39.4	47.6	31.7	245.8	216.7	216.7	77.2	50.9	32.8
5. Peacekeeping operations	766.2	963.7	642.4	3 188.6	3 527.5	3 527.5	154.7	2 174.5	1 176.9
6. Peaceful uses of outer space									
7. International Court of Justice	0.6	0.7	0.5						
8. Legal Affairs	105.5	136.7	91.2	803.6	460.2	456.9	511.2	414.6	164.4
9. Department of Economic and Social Affairs	450.8	538.9	359.3	2 421.3	2 367.6	2 338.7	595.4	764.3	478.3
10. Least developed countries	12.7	18.3	12.2				15.1	0.1	0.1
11. Africa development									
12. Trade and development	17.8	11.3	7.5	62.7	57.0	57.0			
14. Environment	17.8	18.7	12.4	53.3	36.2	36.0	29.9	1.6	0.7
15. Human settlements	10.0	11.8	7.8				3.3	5.5	2.8
16. International drug control, crime and terrorism	3.8	6.2	4.1	22.5	21.4	21.4		13.5	13.4
17. UN-Women	1.2	1.4	1.0	54.4	3.0	3.0			
18. Economic Commission for Africa	4.1	6.2	4.2						
19. Economic and Social Commission for Asia and the Pacific	3.9	4.2	2.8						
20. Economic Commission for Europe									

Section	Telecommunications and network			Desktop			Application and hosting		
	2010-2011	2012-2013	2014-2015	2010-2011	2012-2013	2014-2015	2010-2011	2012-2013	2014-2015
	Expenditure	Estimates	Estimates	Expenditure	Estimates	Estimates	Expenditure	Estimates	Estimates
21. Economic Commission for Latin American and the Caribbean	4.5	4.2	2.8						
22. Economic and Social Commission for Western Asia	8.2	6.0	4.0						
24. Human rights	14.3	40.3	26.9	110.2	81.4	81.4			
26. Palestine refugees	1.2	1.4	1.0	21.8	21.0	21.0		0.8	0.4
27. Humanitarian assistance	184.2	231.5	154.4	520.9	525.6	525.6	274.5	163.0	101.6
28. Public information	522.7	608.8	405.9	1 756.1	1 607.4	1 607.4	1 130.0	1 874.5	1 155.1
29. Management and support services	1 159.3	1 457.7	971.8	5 569.9	5 209.7	4 201.4	1 120.0	2 015.0	1 387.6
30. Office of Information and Communications Technology	250.4	330.0	220.0	828.6	1 172.3	1 257.0			
31. Internal oversight	102.4	149.7	99.8	460.3	464.7	464.7	135.2	108.8	60.7
32. Jointly financed administrative activities	47.2	55.5	37.0	117.1	160.3	160.3	17.5	23.5	16.1
34. Construction, alteration, improvement and major maintenance									
35. Safety and security	246.3	317.5	211.6	1 306.9	1 266.4	1 259.0	851.0	884.6	760.3
Other	387.6	507.1	338.1	611.8	592.0	602.5		41.8	15.3
Total	**5 612.8**	**6 680.7**	**4 453.8**	**22 194.3**	**22 418.8**	**21 436.3**	**6 342.3**	**10 387.1**	**6 343.8**

Table A.III.2 **Cost-recovery utilization by source of funds**

	Utilization (thousands of United States dollars)			*Posts*		
Category	*2010-11*	*2012-13*	*2014-15*	*2010-11*	*2012-13*	*2014-15*
Telecommunications and network[a]						
Posts	2 095.3	2 190.0	2 190.0	12	12	12
Non-post	15 901.6	17 454.1	15 227.1			
Desktop and mobile office						
Posts						
Non-post	22 194.3	22 418.8	21 436.3			
Application and hosting						
Posts						
Non-post	6 342.3	10 387.1	6 343.8			
Total	**46 533.5**	**52 450**	**45 197.2**	**12**	**12**	**12**

[a] Includes the Office of Information and Communications Technology regular budget telecommunications contribution of $12,384.1 in 2010-11, $12,963.4 in 2012-13 and an estimated $12,963.4 in 2014-15 in addition of the cost recovery for the standard telephone lines. Does not include variable telecommunication costs where the Office acts as a pass-through.